



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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October 18, 2006

Doug West, Administrator
Idacare, Inc
1005 Airport Road
Blackfoot, ID 83221

Dear Mr. West:

On October 4, 2006, a complaint investigation survey was conducted at Idacare, Inc.. The survey was conducted by John Wingate, R.N. and Debra Sholley, LSW. This report outlines the findings of our investigation.

Complaint # ID00001754

Allegation #1: There is not enough food in the facility. There is not a seven day supply of non perishable food items nor a two day supply of perishable food items.

Findings: Based on observation and interview it was determined the facility had a seven day supply of non perishable food items and a least a 2 day supply of perishable items.

On October 4, 2006 at 10:30 a.m., the house manager stated, "I go shopping every week so I know there is enough food."

On October 4, 2006 at 10:45 a.m., all cupboards in the facility were observed to be full of non- perishable food items. Additionally, observation of the freezer revealed at least a two day supply of perishable food items.

Random residents interviewed on October 4, 2006 at 10:50 a.m., stated they always had enough food to eat.

Conclusion: Unsubstantiated. Although the allegation may have occurred, it could not be validated during the complaint investigation conducted on October 4, 2006.

Allegation #2: Residents do not have access to a phone they can use to make private phone calls. The only phone is in the kitchen and it is not cordless. Residents are not allowed in the kitchen so staff have to dial the phone numbers for the residents.

Findings: Based on observation and interview it was determined residents had privacy when making personal phone calls.

On October 4, 2006 at 10:30 a.m., a random resident was observed in the dining room using the telephone.

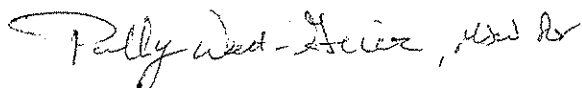
On October 4, 2006 at 10:35 a.m., the house manager stated staff did not dial phone numbers for the residents.

On October 4, 2006 at 10:43 a.m., a random resident stated he could use the phone when he wanted.

Conclusion: Unsubstantiated. Although it may have occurred, it could not be determined during the complaint investigation conducted on October 4, 2006.

As no deficiencies were cited as a result of our investigation, no response is necessary to this report. Thank you to you and your staff for the courtesies extended to us on our visit.

Sincerely,



DEBBIE SHOLLEY
Team Leader
Health Facility Surveyor
Residential Community Care Program

DS/slc

c: Jamie Simpson, MBA, QMRP, Supervisor, Residential Community Care Program